

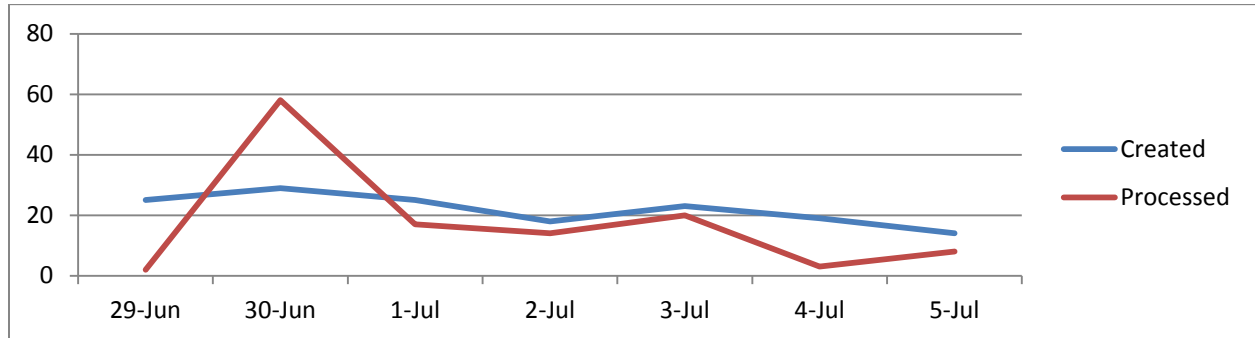
# GX Social Weekly Report: Disney Hidden Worlds

June 29 – July 5, 2014

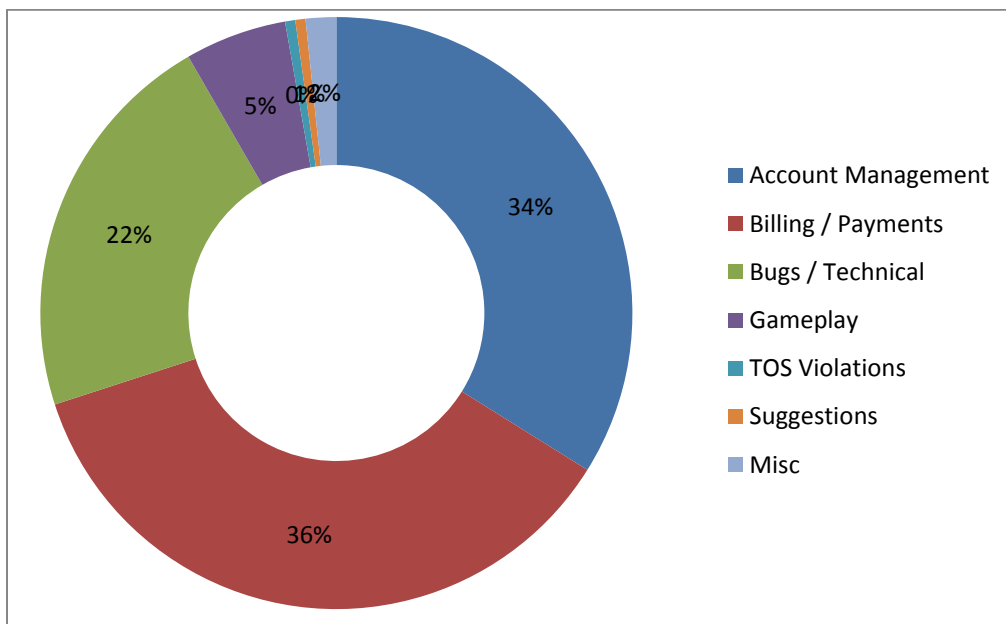
Total New Tickets: 153

Total Processed: 122

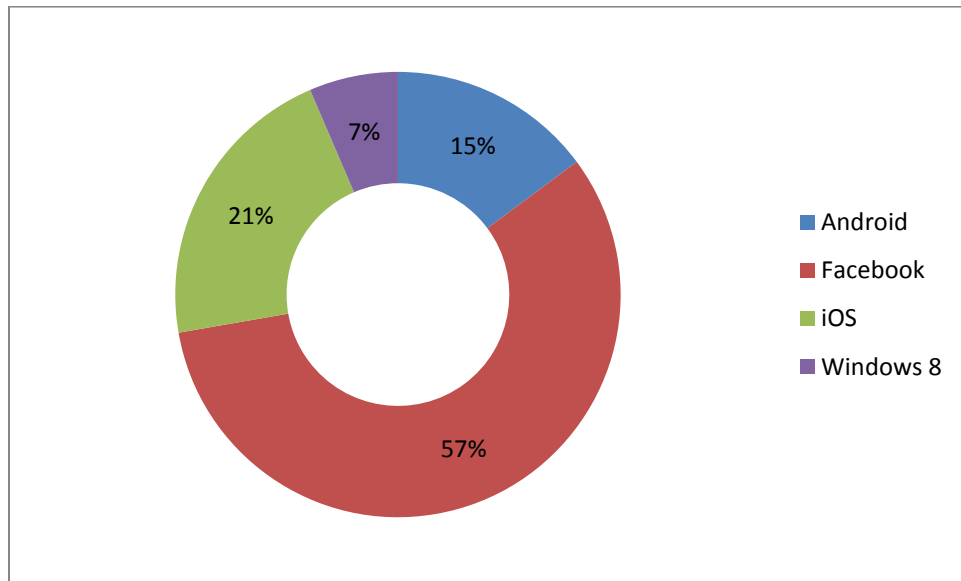
## New Tickets vs Processed Tickets Day by Day



## Contacts by Category



## Contacts by Platform



## Top 10 Categories

Rank	Category	% of Tickets
1	Bugs / Technical	18.43%
2	Bugs / Technical::Missing Items / Progress	17.51%
3	Bugs / Technical::Quest Will Not Complete	10.60%
4	Gameplay	10.60%
5	Gameplay::Unlocking New Content	10.60%
6	Bugs / Technical::Gifts / Invites	8.76%
7	Bugs / Technical::Game Not Loading	5.99%
8	Gameplay::Collections / Achievements	5.07%
9	Account Management::Merge Playdom / Facebook Accounts	3.23%
10	Suggestions::Complaint	2.30%

## Disney Hidden Worlds - Social

2014 June 29 - July 05

Monthly Gross Revenue (MTD) \$18,000.00 through July 3

Support Tickets Received All: 153 FB: 117

### Current Game Data

Latest Content Release

Ongoing Limited Time Content

### Community

Forums Status Quiet

Fanpage Status Inactive

Total Fans 96,903 1.80%

Total Fan Page Reach 19,900 0.50%

New Fan Page Likes 1,800 -8.60%

New Fan Page Comments 480

New Post Clicks 15,300

### Support Issues

Chrona's House - players are unable to complete upgrades

Players are missing friends within the friend selector menu

Players confused with achievements, which mention there are 17 kingdoms.

Players are confused when they reach the XP cap, and would like to continue earning gems in game for completing game content.

Accidental purchases

Missing crafting materials

Disney Hidden Worlds		MOBILE	2014 June 29 - July 05
Monthly Revenue	\$	11,500.00	through July 3
Mobile Downloads		7	
Current App Rating	iOS: 2.9 (-.1)	Android: 3.8	

Current Game Data	
Latest Update	16-Apr-14
Current Version	(ALL) 2.6

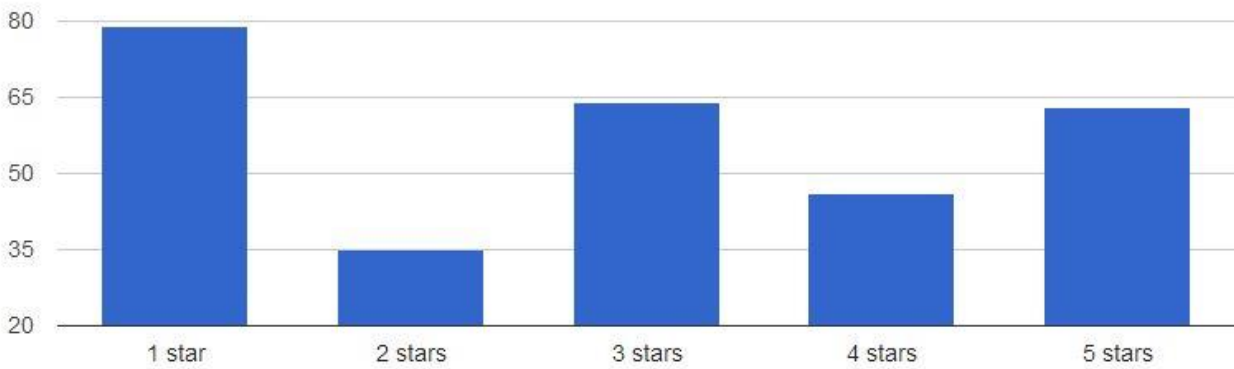
Community	Sample App Reviews
They don't care to fix it I put in a comment over a month ago and still having the same 'invalid month' issue. Dont waste your time with this app.	
New update Updated this a few days ago and the opening page asks me date of birth I put in my birthday it says invalid month tried every month none work can't play it now because I cant get past that page... please fix it!	
Can't even Play! Can't even get past putting my bday in... Keeps telling me invalid month please fix my daughter n I wanted to try n play the game together	

Support	iOS	Android	Win8
Support Tickets Received	2	24	10
<b>Main Support Driver:</b>	More than 50% of our Android reviews are players who can't get past the age date - not because they are underage, but the format of the birthdate is not US standard format month, day, year - but day month year.		

## iOS Reviews



Review Distribution



## Android Reviews

